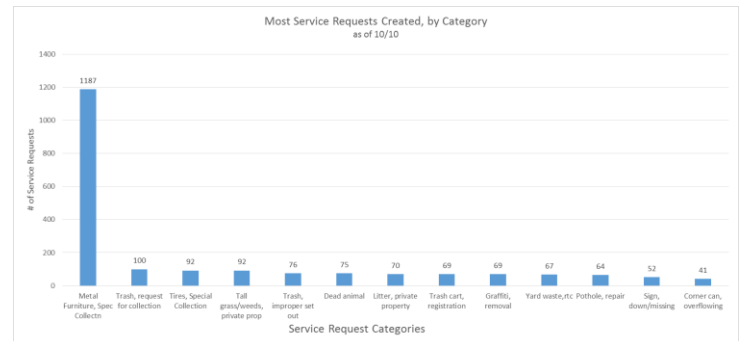
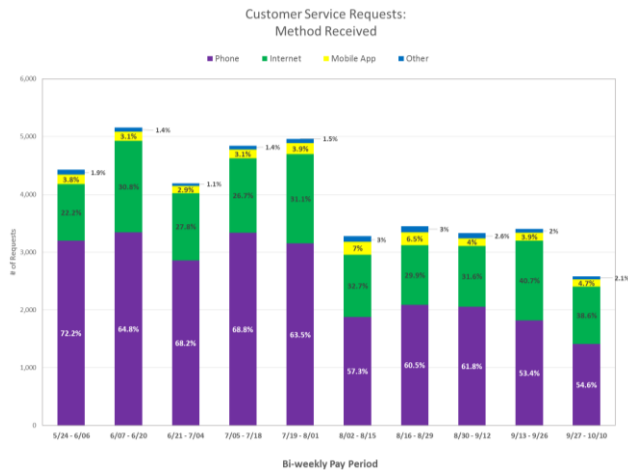


## Meeting Summary.

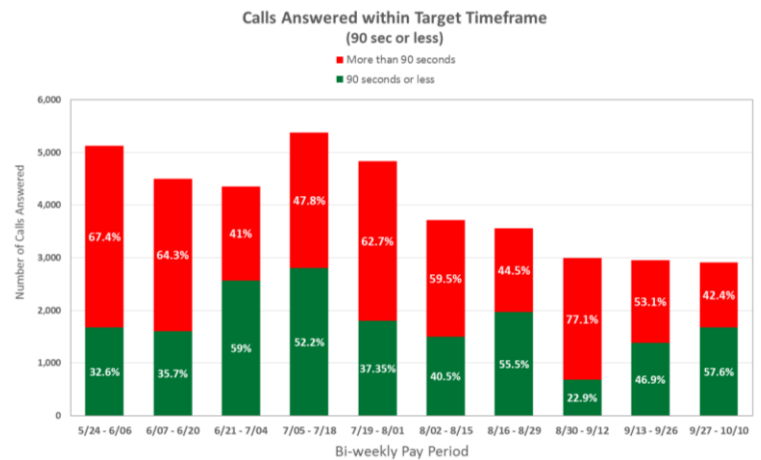
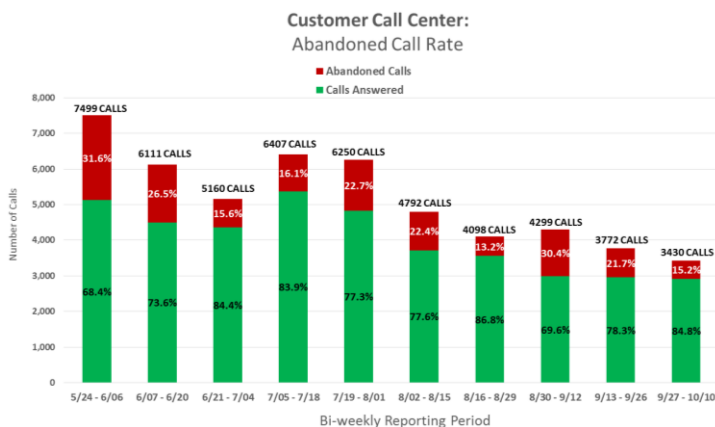
Following is a summary of the issues discussed at the DPSSStat meeting on October 29, 2015. Analysis provided by the Office of Performance and Data Analytics.

## Dashboard

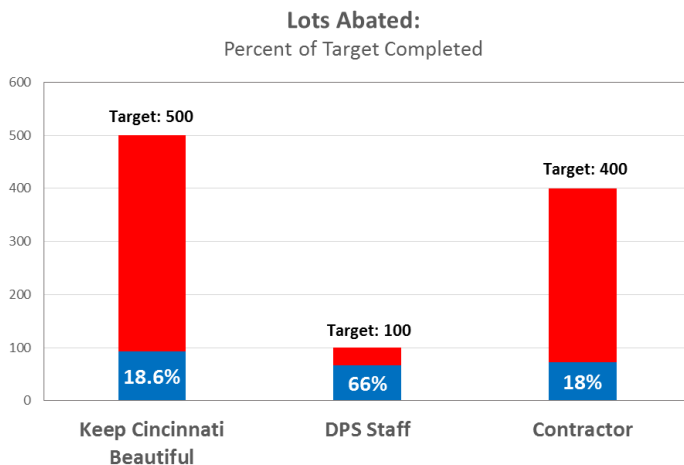
### Customer Service Requests



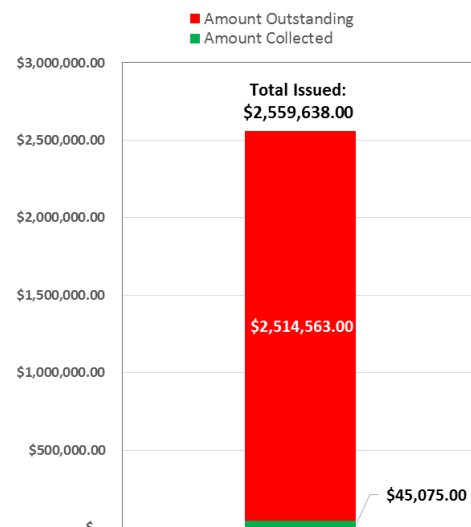
### Customer Call Center Performance Metrics



### Private Lot Abatement Program.

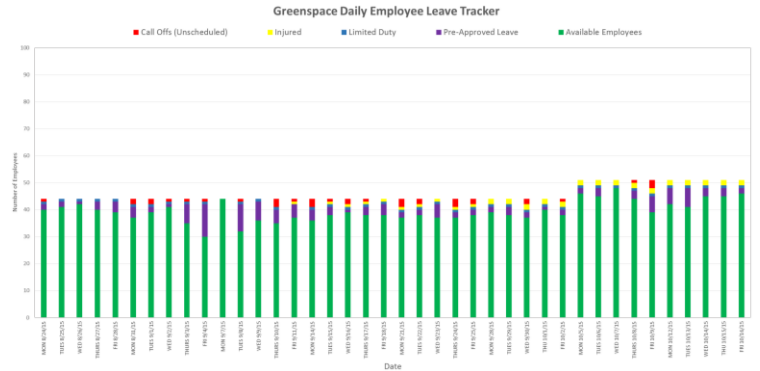
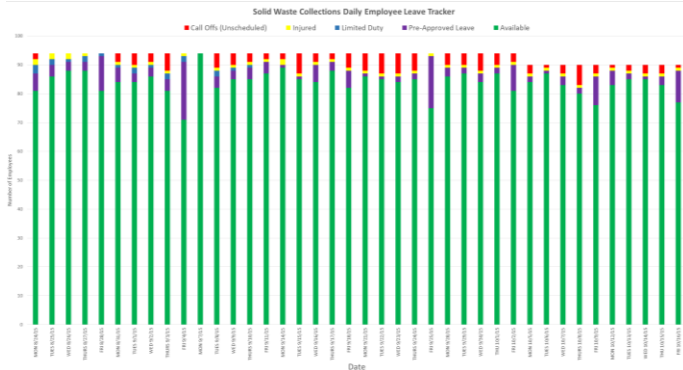


### Code Enforcement Fines: FY2016 Collected v. Outstanding



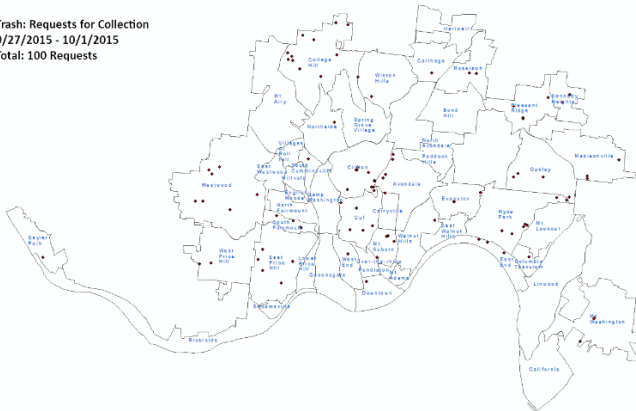
## Neighborhood Operations

### Personnel.

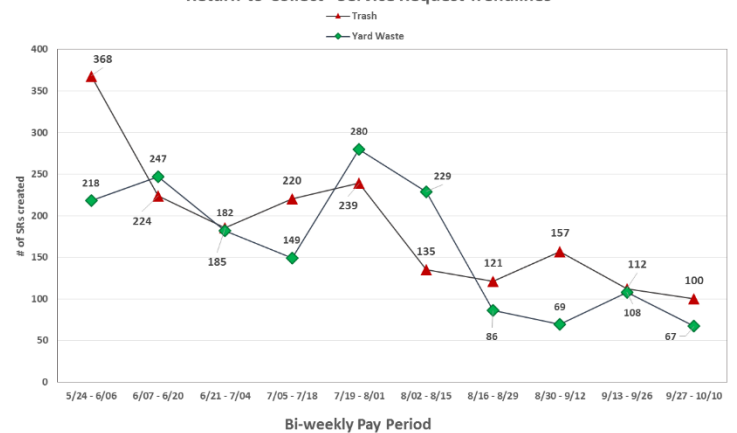


### Trash: Requests for Collection.

Trash: Requests for Collection  
9/27/2015 - 10/1/2015  
Total: 100 Requests

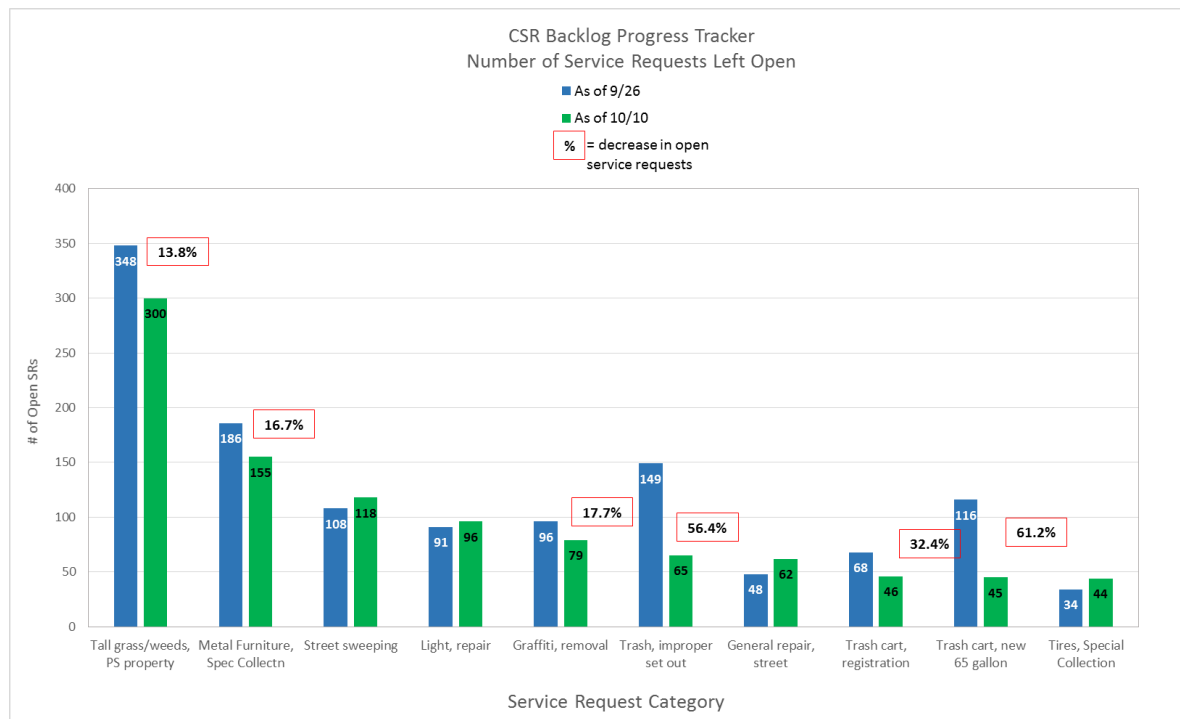


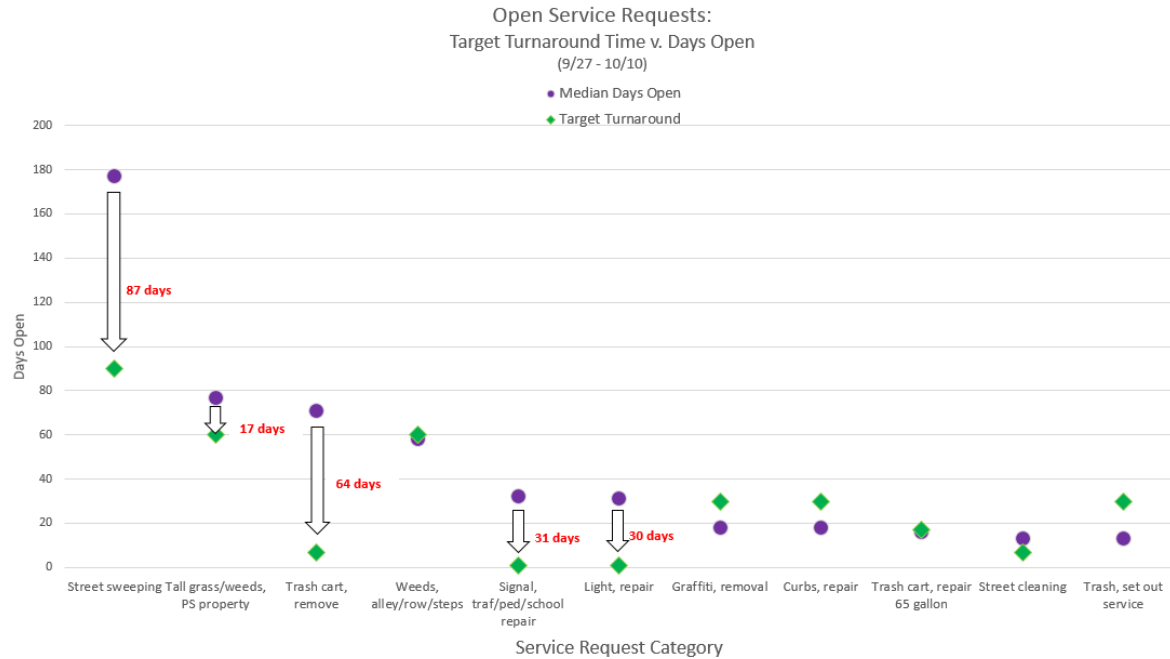
### "Return-to-Collect" Service Request Trendlines



## Customer Service.

- **GOAL:** Respond within target timeframe to service requests, especially those that are high volume. Reduce the number of service request categories where necessary. Ensure that “closed” service requests are actually resolved to quality standards.
- **Follow-ups from the last CincyStat meeting:** The following areas were highlighted for follow-up after the last DPSSStat meeting:
  - **CSR User Meeting Update & CSR User Training.** The department is prepared to provide an update on these two items pursuant to the last
  - **CSR Management.** The department has been asked to monitor the volume, backlog, and
- **CSR Backlog.** The following chart shows the department’s progress in closing out service requests backlogs by category for each service request category.





- CSR Customer Survey Results.**

As part of a larger effort to more effectively use and manage the CSR system, the Office of Performance & Data Analytics designed a survey to be sent to customers when CSRs are closed out by agencies. The survey went live this week.

The following chart shows the responses by service request type to the survey's first question: "Was the issue resolved?"

"Was the issue resolved?"	Total	Metal Furniture, Spec Collectn	Light, repair	Tall grass/weeds, PS property	Trash, improper set out	Tall grass/weeds, private prop	Pothole, repair	Yard waste, etc	Trash, request for collection	Dead animal	ODOT	Sign, down/missing	Trash cart, remove	Trash cart, registration	Dumping, prv prop <2500 sq ft	Street cleaning
"YES"	52	25	5	7	2	0	3	2	2	3	0	2	1	0	0	0
"NO"	20	1	3	1	3	4	1	1	1	0	2	0	0	1	1	1
Total	72	26	8	8	5	4	4	3	3	3	2	2	1	1	1	1

## Private Lot Abatement.

- **GOAL:** Abate 1000 lots by the end of the fiscal year. Create a strategy for future lot abatement and lot maintenance by investing strategically and maximizing resources.

### NCOCF Currently in Use:

city of CINCINNATI	
<b>NOTICE OF \$100.00 CIVIL FINE</b>	
<b>Citation# TEST-00014-01</b>	
Ticket# 00000000000000000000	Phone
Address 00000000000000000000	
City Code Zipcode 45203-0000	45203
Location of Offense 2100 4000000000000000	Book Page Permit 000400040135
Date of Offense 08/10/2015	Time of Offense 08:00 AM
CMC Section Number and Title 729-71 (C17) - Personal Property Left Abandoned on Streets and Sidewalks (2 or More Items)	
Offense Description and Location Notes CITATION ISSUED—Can not set out 2 days before pickup	
Time Class A1	Fine \$100.00
Official Signature <i>Don Collins</i>	Previously Cited NO
Date Collected 08/10/2015	Department Public Services - Litter / Street Control
Date of Service 08/10/2015	Model 08/10/2015

**THIS TICKET IS NOT A WARNING**

You have been cited and fined for violating the Cincinnati Municipal Code.

You must do one of the options listed below within seven (7) days of the date of this ticket or the fine will double and be referred to collections.

**PAY THE FINE**

Mail this ticket back along with a check or money order made payable to the City of Cincinnati for the amount listed on this ticket to:

Office of Administrative Hearings  
Two Centennial Plaza  
655 Central Avenue, Suite 110  
Cincinnati, Ohio 45202

You may also pay on-line at [www.cincinnati-oh.gov/oah/fines/](http://www.cincinnati-oh.gov/oah/fines/)

**SCHEDULE A HEARING**

If you dispute this ticket, you must schedule a hearing. To schedule a hearing, mail, fax or email your written request to the Office of Administrative Hearings at:

Office of Administrative Hearings  
Two Centennial Plaza  
655 Central Avenue, Suite 110  
Cincinnati, Ohio 45202

Or Call [www.cincinnati-oh.gov/oah](http://www.cincinnati-oh.gov/oah) or fax to 513-352-4899.

After your request for a hearing is received you will be notified by mail of your hearing date and time. All hearings are held in person at the OAH office. If you do not appear for your hearing, you will be found in violation by default.

FOR ADDITIONAL INFORMATION please visit <http://www.cincinnati-oh.gov/oah> or call 513-352-4899

**YOU HAVE BEEN FINED FOR VIOLATING THE CINCINNATI MUNICIPAL CODE. YOU MUST RESPOND TO THIS TICKET WITHIN 7 DAYS OR THE FINE WILL DOUBLE AND BE REFERRED TO COLLECTIONS FOR ADDITIONAL FEES.**

A first time violation of this property for this offense is an initial violation. Due to the recurring nature of weeds and high grass violations, failure to cure an initial violation and/or to request a hearing to contest a violation within seven days will result in your property being deemed an Abandoned Property.

If your property is, or becomes, an Abandoned Property:

1) Grass or weeds on the property that reach a height of 40 inches or higher will be a Subsequent Violation.

2) For any Subsequent Violations found at the Abandoned Property:

a. The City will issue a notice of Subsequent Violations and Civil Fine;

b. The City or the City's designee may immediately abate all Subsequent Violations, providing notice of the abatement action upon occurrence, or shortly thereafter;

3) The costs of all abatement of Initial and Subsequent Violations will be assessed as set forth in CMC Section §731-11.

4) Once a property is deemed Abandoned Property, the City will place it in a routine inspection and maintenance schedule and if any Subsequent Violations occur, you will be civilly cited and the property will be eligible for abatement by the City or the City's designee.

5) Once the property is deemed Abandoned Property, in order to avoid issuance of further civil fines for subsequent violations or assessment for the costs of the abatement action, you may contact the Department of Public Services, in writing, to request approval of an abatement plan, by:

a. E-mail: [write.contr@cityofcincinnati.org](mailto:write.contr@cityofcincinnati.org); and/or

b. Regular mail: Department of Public Services, Weed and Litter Control Unit, 3320 Milburn Rd. Cincinnati, Ohio 45223

c. Facsimile: 513-584-1734

### OAH Default Postcard:

**YOU ARE IN**

**DEFAULT**

**THE FINE HAS NOW DOUBLED TO:**

**\$1,500**

*If you fail to pay the default fine your case will be sent to collections for further actions.*



The property at 621 MAIN was cited on September 28, 2015 for a violation of Cincinnati Municipal Code § CHAPTER 1101 Administration, Cincinnati Building Code.

Payments should be mailed to:

**City of Cincinnati  
Office of Administrative Hearings  
Civil Citations  
P.O. Box 635487  
Cincinnati, OH 45263-5487**

Check or money orders should be made out to **"Treasurer, City of Cincinnati"**  
Include ticket #132060 in the memo line

**Or pay online at [www.cincinnati-oh.gov/oah/fines/](http://www.cincinnati-oh.gov/oah/fines/)**

Failure to pay the amount due within ten (10) days November 2, 2015 will result in your case being sent to collections and your fine being increased to \$1,750.00 for a Class D offense. In addition, pursuant to CMC Sections 301-20 and 301-20A, continued failure to pay this fine may result in your being barred from receiving future payment or contracts from the City until your fine is paid.



\* 1 3 2 0 6 0 \*

- **Citation Data.** In addition to reporting fine amounts (\$\$), for citations issued pursuant to PLAP, the department was asked to work with Law and OAH to begin reporting on the following data points:

- # of citations (overall)
- # of citations by type (Litter v. TG/W v. Both)
- # of citation fines: paid v. unpaid (overall)
- length of time that citations have gone unpaid since issued (by month).

### Greenspace Maintenance.

- **GOAL:** Maintain city-owned lots to quality standards.
- **Follow-up.** The department was asked to work with CAGIS to identify all departments who currently own and maintain City property parcels. The following list shows how many City parcels are owned by each department.

Department	# of Parcels
Department of Transportation & Engineering	9443
Parks Board	3352
CRC	1566
Trade & Development	827
Metropolitan Sewer District	691
Greater Cincinnati Water Works	366
Public Services	114
Police	93
City Manager's Office	88
Fire Department	88
Health Department	79
Planning & Building Department	19
<b>TOTAL:</b>	<b>16726</b>

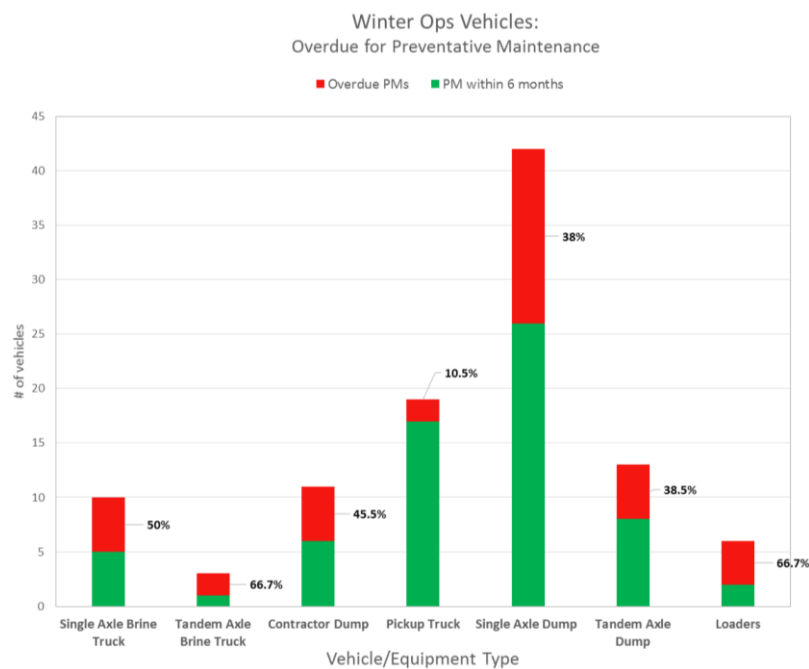
### Winter Operations

- **GOAL:** Ensure that streets are safe during the winter by delivering quick, efficient, effective, and high quality winter operations to City customers. Increase revenue via brine sale.
- **Follow-ups.** The department provided the following follow-ups in response to the last CincyStat meeting:
  - **Which vehicles are used for winter operations? Please provide a list, and include the date of the last preventative maintenance appointment of each.**

### Winter Operations: Number of Vehicles by Type

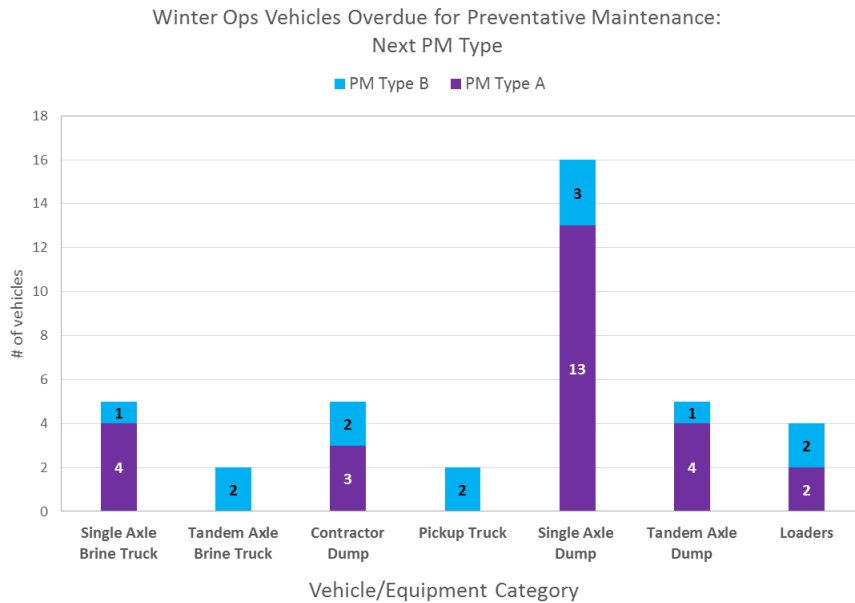
Vehicle	Total
Single Axle Brine Truck	10
Tandem Axle Brine Truck	3
Contractor Dump	11
Pickup Truck	19
Single Axle Dump	42
Tandem Axle Dump	13
Loaders	6
<b>TOTAL:</b>	<b>104</b>

The following chart shows what percentage of each vehicle type is currently overdue for preventative maintenance (“PM”).



The next chart shows the type of preventative maintenance these overdue vehicles are scheduled to have next.



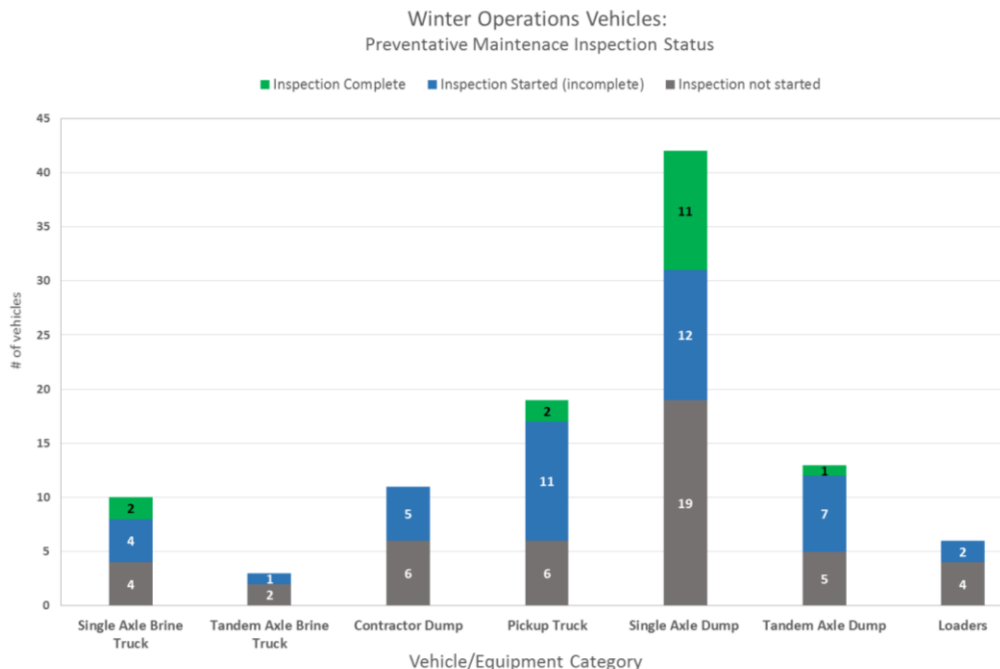


**PM Type A:** Minor preventative maintenance; usually an oil change, lubrication, and a basic inspection.

**PM Type B:** Major preventative maintenance; includes PM type A plus a complete bumper-to-bumper inspection (which typically leads to additional repairs).

**Most equipment is on a 6 month/6,000 mile A-A-B Preventative Maintenance cycle.**

**Vehicles that will be used for winter operations also have a “PMX” inspection.** This is an inspection specific to attachments which are added to trucks for Winter Operations, such as plows and spreaders.



The following chart shows how many of each vehicle type is equipped by GPS.

